```
Set      Items    Description
S1       2418     IEX
S2        984     S1 NOT PY>2000
S3          0     S2 AND (CONTACT (N) LOAD)
S4        238     S2 AND (HANDLE OR HANDLING) AND CONTACT
S5                S4 AND GOAL
?
```

T S5/3,K/ALL

5/3,K/1   (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02074051 60273330
 Caller ID with a kick
MacSweeney, Greg
Insurance & Technology v25n10 PP: 30-35 Oct 2000
ISSN: 1054-0733 JRNL CODE: IIN
WORD COUNT: 2749

...ABSTRACT: to cut it. CTI - computer telephony integration - is one way
to link the numerous customer- **contact** technologies together. A
state-of-the-art **contact** center is more than a simple 800 number with an
army of customer service representatives...

...management (CRM) applications gather data out of legacy systems on the
back end of a **contact** center. **Contact** management software makes sense
of data from CRM applications, data gathered by interactive voice response
...
...TEXT: caller is, even before the call is answered, can be a tremendous
asset for customer **contact** centers.

For many consumers, a toll-free number raises mixed emotions. On the good
side...

...sending e-mail and even faxes, call centers are evolving into
customercontact centers that can **handle** many communication
channels-important functionality for catering to the customer's preferred
communication medium.

"I...

...way to link the numerous customercontact technologies together.

For instance, a state-of-the-art **contact** center is more than a simple 800
number with an army of customer service representatives...

...management (CRM) applications gather data out of legacy systems on the
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of data from CRM applications, data gathered by interactive voice response
...
...number identification). And that is just a sampling of technologies
that, integrated effectively, help a **contact** center run smoothly.

Charles Jolissaint, vice president and CTO at Edify Corp. (Santa Clara, CA
...

...The agent would get a "screen pop," a term that describes data-collected
by the **contact** center about the caller-that "pops" onto the CSR's screen.

"You want to avoid...

...Jainschigg. And since insurance processes are inter-departmental,
"centralizing of data resources is important." A **contact** center, "cannot
run off of 25 legacy databases," adds Jainschigg.

Insurance companies are typically "not...

...for years, he says, and getting customer data from the back-end to the customer **contact** center is difficult.

SCREEN POPS AND THE INTERNET
But once you combine screen-pop technology...

...CSR's workstation, you are really beginning to encounter the higher levels of a customer **contact** center. For instance, say a policyholder sent an e-mail to his or her auto...

...mail was sent, the policyholder also decided to call the toll-free number. A customer **contact** center integrated with e-mail would have the e-mail pop onto the CSR's...

...Atlantabased ZC Sterling, a wholly owned subsidiary of Zurich Financial, has outsourced its entire customer **contact** operation to CI Direct. ZC Sterling provides lender-placed homeowners insurance, on behalf of mortgage ...

...protect their investments, and regular homeowners insurance to buyers seeking mortgages. "Through CI Direct, we **handle** mortgage insurance through the telephone, Internet, e-mail, or even if they walk in to informing the **contact** center that the buyer needs homeowners insurance. CI Direct can **contact** the buyer via the preferred channel, get additional information and provide a quote. ZC Sterling...
...RESOURCES

Since CSRs have different skill sets, another form of CTI technology is important in **contact** centers, says Datamonitor's Huff. "Workforce management technology is vital to a call center," he...

...Ohio Bureau of Workers' Compensation (BWC) uses Rockwell International Corp.'s (Milwaukee) Spectrum, a customer **contact** system/CTI application that includes SBR and workforce management technology. "All of our calls are...

...Periphonics' IVR and Spectrum, the call centers only answered 62 calls per hour. Today the **contact** center handles 628 every 60 minutes. And it handles the calls efficiently, as well. In July, 254,105 calls came into the **contact** center. Of those, 237,225 were answered in 10 seconds or less and only 3...

...20 seconds).

Like BWC, Seattle-based SAFECO ($3 billion in assets) is consolidating its customer **contact** points. "We are in the process of consolidating 28 call centers into four [**contact**] centers," says Nick Callahan, systems manager, **contact** center technologies at SAFECO.

Datamonitor's Huff says CTI makes regional customer **contact** centers possible. "Because of CTI, the networked, multi-site **contact** center is a reality," he says. If all agents who **handle** claims inquiries are busy at one location, the workforce management software may forward the call...

...passed to the rep through a screen pop that will begin the conversation."

SAFECO's **contact** center is powered by Edify's Electronic Workforce NR product, which passes information to IBM's (Armonk, NY) CallPath, a

customer- **contact** and CTI application. CallPath turns IVR data into screen pops for CSRs. Customer interactions with the **contact** center are collected and stored with Clarify's (San Jose, CA) ClearSupport, a **contact** management application. ClearSupport can give a CSR the history of interactions a SAFECO client had...back. SAFECO makes sure only qualified CSRs can access Web chat with SBR technology from **IEX** Corporation, a Richardson, TXbased workforce management and call routing software provider.

BWC is also considering products from Cisco for the Web portion of its **contact** center. "We know that some customers call, some search on the Web and some will chat," says Blunt. "We want to be instantaneous with our responses over any channel. Our **goal** is to create a customer care center that will have phone, fax, email, video conferencing...

...CO-based provider of interactive telephony solutions. Natural language speech recognition (NLSR) makes interactions with **contact** centers easier for callers. "Speech recognition engines from companies like Speechworks [Boston] and Nuance [Memo...

...operates over the next few years."

PUSHING THE WEB

Another technology that will make a **contact** centers more efficient, says Datamonitor's Huff, is Web "push" technology. "With co-browsing, a...

...embarrassment of riches, however. With the numerous technologies needed to form a multi-media customer **contact** center it may be a good idea to seek outside help, says Johnny Lin, president...

...make it work."
SAFECO's Callahan says his company relied on outside help for its **contact** centers. "We worked with AT&T and Ernst & Young [both New York-based] and they...

...outline of bestof class technologies."

gmacsweeney@cmp.com

Call Center

Glossary

To help the noncustomer- **contact** -center fluent, here is a brief listing of key terms.

CTI-Computer Telephony Integration: In...

...center.

IVR/VRU-Interactive Voice Response/Voice Response Unit: Usually the front line of a **contact** center. "Press or Say, 'One' for account balance." Sound familiar?
ANI-Automatic Number Identification: A...

...VRU or ANI, sometimes including name, policy number, last prompt on the IVR or last **contact** , is sent to the CSR just before the CSR begins the "live" interaction with the...

5/3,K/2   (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

02021215 52584854
Above & beyond the call of business
Holliman, Lee
Insurance & Technology v25n5 PP: 48-52 May 2000
ISSN: 1054-0733 JRNL CODE: IIN
WORD COUNT: 2516

...ABSTRACT: Customer-Driven Quality, who calculates that insurance call
centers spend an average of $8 to **handle** each incoming call. Examples are
drawn from Mutual of Omaha, California State AAA, Northwestern Mutual...
...TEXT: Customer-Driven Quality, who calculates that insurance call
centers spend an average of $ 8 to **handle** each incoming call. But how
exactly is that money spent? What goes into designing a...

...head office. About 70 of that total comprise the group claims team, 60
of them **handle** individual claims and the remaining 50 are administrative
agents, says Elizabeth Powell, vice president of...

...it built its own customized Claims Direct Access (CDA) call center in
Las Vegas for **handling** auto and home insurance claims.

The 16-month-old CDA center is a 56,000...

...the CDA call center. "So we must make and meet aggressive targets."

Scott set a **goal** to answer 90 percent of all incoming calls within 10
seconds; in 1999, agents at...

...the floor below, along with the cafeteria and wellness center.

Agents at the CDA center **handle** claims from AAA memhers who need quick
service concerning their vehicles or homes after an...
...it takes agents seven-and-a-half minutes to complete each type of claim.

When **handling** claims, agents enter customers' information into an
onscreen form and forward it to a server...center's five analysts keep
agents informed of expected call volumes with the help of **IEX** 's
(Richardson, TX) TotalView workforce management software for producing call
forecasts and scheduling agents' shifts...

...one of three teams. There are 60 agents who respond to customers
questions, 40 who **handle** sales and 20 who take claims information. The
team. work independently of each other in...

...CMS Plus allows claim service agents to automatically route completed
claims to the adjusters who **handle** them.

Avomark Keeps Pace with Growth

Building software tools from scratch can be time-consuming...

...25 customer care agents, a group of systems administrators and a
business engineering team for **handling** quality control and testing new
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Agents answer a total of 12,000...performance. Until the software is

completely installed, supervisors and the business engineering team will
continue **handling** quality control through live monitoring of random
calls.

SAFECO Serves Sales Force Insurance companies don...

...volumes and expected wait times. To forecast call volumes, Customers
Connection Center (C3) depends on **IEX** 's TotalView.

"We've been using (TotalView] to do our entire forecasting for the year...

...all of our [call center] sites," says Rapier.

Nick Callahan, SAFECO's project manager for **contact** center technologies,
says the company will continue to upgrade its call centers after
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...an IVR system created with Edify's (Santa Clara, CA) Electronic
Workforce software to automatically **handle** calls from customers and sales
agents. SAFECO's centers will also work with Lucent Technologies...

   5/3,K/3   (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

08042484   Supplier Number: 66104183   (USE FORMAT 7 FOR FULLTEXT)
 Caller ID with a Kick.(Technology Information)
MacSweeney, Greg
Insurance & Technology, v25, n10, p30
Oct, 2000
Language: English   Record Type: Fulltext Abstract
Document Type: Magazine/Journal; Trade
Word Count: 2970

   (USE FORMAT 7 FOR FULLTEXT)

ABSTRACT:
...they are serving. CTI can automate a large portion of customer
interaction and can even **handle** 30 to 60 percent of all calls without
human intervention. The insurance industry faces specialized...
TEXT:
...caller is, even before the call is answered, can be a tremendous asset
for customer **contact** centers.
...   browsing the Net, sending e-mail and even faxes, call centers are
evolving into customer- **contact** centers that can **handle** many
communication channels--important functionality for catering to the
customer's preferred communication medium.
        "I...

...into media centers? CTI--computer telephony integration--is one way to
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        For instance, a state-of-the-art **contact** center is more than a
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(GRAPH ILLUSTRATION OMITTED)

Call Center Glossary

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   5/3,K/4   (Item 2 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
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07303620   Supplier Number: 61894157   (USE FORMAT 7 FOR FULLTEXT)
 Above & Beyond the Call of Business. (Company Operations)
Holliman, Lee
Insurance & Technology, v25, n5, p48
May, 2000
Language: English   Record Type: Fulltext Abstract
Document Type: Magazine/Journal; Trade
Word Count: 2509

ABSTRACT:
...8 per call. Mutual of Omaha's three main call centers at its home office
  handle about 12,500 calls per day. California State AAA's Las Vegas-based
call center's initial **goal** was to answer 90 percent of all calls within
10 seconds, the center achieved a...
...   Customer-Driven Quality, who calculates that insurance call centers
spend an average of $8 to **handle** each incoming call. But how exactly is
that money spent? What goes into designing a...

...head office. About 70 of that total comprise the group claims team, 60
of them **handle** individual claims and the remaining 50 are administrative
agents, says Elizabeth Powell, vice president of...

...it built its own customized Claims Direct Access (CDA) call center in
Las Vegas for **handling** auto and home insurance claims.
       The 16-month-old CDA center is a 56,000...

...the CDA call center. "So we must make and meet aggressive targets."
       Scott set a **goal** to answer 90 percent of all incoming calls within
10 seconds; in 1999, agents at...

...the floor below, along with the cafeteria and wellness center.
       Agents at the CDA center **handle** claims from AAA members who need
quick service concerning their vehicles or homes after an...

...it takes agents seven-and-a-half minutes to complete each type of claim.
       When **handling** claims, agents enter customers' information into an
onscreen form and forward it to a server...center's five analysts keep
agents informed of expected call volumes with the help of **IEX** 's
(Richardson, TX) TotalView workforce management software for producing call
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...CMS Plus allows claim service agents to automatically route completed
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       Avomark Keeps Pace with Growth
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5/3,K/5   (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

07303069   Supplier Number: 61881305   (USE FORMAT 7 FOR FULLTEXT)
 Ready For Market!(Industry Trend or Event)
Computer Telephony, v8, n4, p120
April, 2000
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 14848

...   enabling wireless shoppers to browse and buy, and empowering a wireless voice channel into a **contact** center.
Real and deliverable. Come and get it. Product after product. Demo after demo. The...

...convergence marched in tune: "Turnkey products for the channel." "Spend money to make money." "Customer **contact** rules." "The wireless Web is the next frontier." "Partner with experts." "Focus on applications." "Add...
will be supported by BICOM's great tech support folks, as a single-point-of- **contact** solution for developers. The new BICOM-compatible VBVoice can drive up to 200 lines on...layers of hardware and applications. Its recent initiatives have gone a long way toward that **goal** .
Bill Michael
COMPAQ, AERO WIRELESS CONNECTIVITY SUITE
Compaq (Houston, TX -- 800-AT-COMPAQ, www.compaq...half-walls of cubicles. Holocom has changed the cabling landscape for the better.
Eileen Mansfield
IEX 'S TOTALNET MULTISITE CALL ROUTER
IEX 's (Richardson, TX -- 972-301-1300, www. **iex** .com) TotalView is a workforce management system with a great, easy-to-understand icon pallette...Response Management System -- inherited from Mustang.com -- which automatically routes e-mails to the appropriate **contact** .
The newest features on the eContact Suite, however, are the click-to-talk and web...

...XTRA HANDLES

Rittal (Springfield, OH -- 937-399-0500, www.rittal-corp.com) has gotten a **handle** on the problem of difficult cPCI board extraction. Most existing plastic cPCI handles are suitable only for 3U high boards (one **handle** for 308 pins at 48 lbs. of force) and 6U boards (two handles for 749...

...and VIPA, integral PCB attachment, and keying chambers. Two versions of the Type IVx cPCIxtra **handle** are available. Version I handles are a hot-swap, metal version with a plastic positive...
...device to sever the offending connection (or not, at the discretion of the administrator) and **contact** a responsible party by various means (e-mail, pager, etc.)
The whole system can be...

...applications is the ResumeRouting software, wherein agent "resumes" determine which people are best qualified to **handle** the latest incoming product and support requests, regardless of media. (ResumeRouting logic can even override...corporate front door": something we call the Open Organization.
John Jainschigg
TAPESTRY INTEGRATION SPECIALISTS' SIMPLE* **CONTACT** CENTER
Tapestry Integration Specialists (Bridgeton, MO -- 800.451-0939, www.tapestry.com) showcased Simple* **Contact** Center, its suite of multi-media products that provides a fast, easy, and inexpensive way for medium-sized **contact** centers to add multi-media **contact** processing to their operations. Simple* **Contact** Center scales for large enterprises as well. Enterprises using Simple* **Contact** Center can receive, process, and track incoming contacts from customers who request information and service ...

...live" interactive text chat session, an e-mail request, or a web callback request.
Simple* **Contact** Center provides basic **contact** center functionality at a moderate price. Its traditional call center capabilities include intelligent host-based call routing, screen pop, "soft phone," and outbound preview dialing. Web-based **contact** processing capabilities include interactive text chat, e-mail auto-response, routing, and tracking, and web callback requests. Modules can be implemented and used individually or as a complete suite.
Simple* **Contact** Center Suite does not replace the ACD functionality provided by most PBX/ACD systems, but rather, augments that functionality. Simple* **Contact** Center utilizes Microsoft TAPI, Novell TSAPI, or Dialogic CT Connect service providers to communicate with and control the PBX/ACD system.
At CT Expo, Simple* **Contact** Center was demonstrated on two different leading IP/PBX systems -- the Lucent IP ExchangeComm and the Shoreline Communications System. The Simple* **Contact** Center applications performed identical functions in spite of very different host IP/PBX systems, substantiating...

...Edition lets ASPs partition, or share, the common hardware components and mission-critical software that **handle** all of the e-mails, voice-mail, phone calls, chat sessions, and IP Telephony calls...contacts into Calendar and Tasks, for automatic reminding at preset advance times. Popping screens of **Contact** records on incoming or outgoing calls.
"Most PC-PBXs are shipping with TAPI service providers...

...s now targeting verticals like legal and other consulting fields, where Outlook's Journal and **Contact** folders will help track time spent on behalf of clients. With Outlook 2000, Prism Dashboard...

...giving remote workers browser-based or Blackberry-based or someday
WAP-based access to their **contact** lists and call logs from all manner of
mobile devices.
    Ellen Muraskin
    ULTIVERSE'S SOFTWARE...catch up to the number of 800-number phone
calls. With the number of inquiries **contact** centers receive through the
web and Internet expanding dramatically, management teams must deploy the
right...

...improved performance and consistent, quality service. It also can help
ensure the most skilled agents **handle** the most appropriate interactions.
Blair Pleasant
    ZIATECH'S ZT 5550 CPCI CPU BOARD
    Ziatech's...

   5/3,K/6   (Item 4 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
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06423444   Supplier Number: 54938063   (USE FORMAT 7 FOR FULLTEXT)
Business Neurology 101.
Friesen, Brandon; Jainschigg, John
Computer Telephony, v7, n6, p58
June, 1999
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 6661

...   blinding speed. ERM seeks to improve the collective IQ of business:
by automating the "customer **contact** zone," connecting it to back-office
systems, and providing a framework for codifying, re-using...

...problems and discover new and compelling things to buy from you); and by
inference engines, **goal** -seeking software, and other "metadata" resources
(which not only help agents and customers find solutions...generic Windows
questions" can outsource this component of service, keeping its own
staffers free to **handle** questions specific to the company's own products.
    BRIDGEHEAD
    BridgeHead Software (Woburn, MA -- 781-939...360-397-1000,
www.gwi.com) Collaborative Front Office offers many, many modules: c. Sales
(**contact** and sales management), c. Support (for IT help desks), and c.
Service (for customer service...

...to direct the issue and fix it with database access in one fell swoop.
The **goal** is to reduce call times and speed solution times.
   .HELP ...at $5,000 while support reps and privileged users are priced
the same as HelpSTAR.
    IEX
    IEX Corporation (Richardson, TX -- 972-301-1300 / 800-433-7692,
www. **iex** .com) takes call center routing control (a la Geotel) and mates it
with workforce management...

...a sale and increase the opportunity to up-sell or cross-sell during each
customer **contact** .
    IMA also offers a voice/data module, Telephony Gateway, that combines
EDGE with the capabilities...

...and support app that delivers conversation-based access to answers and

solutions across the customer **contact** zone -- including call centers, the
web, e-mail, chat and interactive voice response (IVR) systems...address
all areas of customer acquisition, retention and growth; and BuildIt, a
tool designed to **handle** the complex and/or high volume operational data
transformations demanded by companies for their CRM...

...list generation; and Interaction Plus for channel integration and
personalization by extending customer knowledge at **contact** centers, the
Internet and other customer touch points.
     NETWORK ASSOCIATES
     Magic Total Service Desk (TSD...

...commerce. You get a view of all customer interactions, whether they
occur through direct sales **contact** , customer access over the web, a call
center, or indirectly through partner channels.
     PEREGRINE SYSTEMS...Enterprise Relationship Management (ERM)."
     In the Age of SFA, we offered basic sales applications, including
contact management systems, revenue forecasting, product information,
competitive information, and pricing systems. Project scope, in the...

  5/3,K/7   **(Item 1 from file: 148)**
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

08978193   SUPPLIER NUMBER: 18709187   (USE FORMAT 7 OR 9 FOR FULL TEXT)
 **IDEX Corp. Receives Local and National Emerging Company Awards from the
Association for Corporate Growth**
PR Newswire, p918DEW037
Sep 18, 1996
LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 541   LINE COUNT: 00047

TEXT:
     CHICAGO, Sept. 17 /PRNewswire/ -- IDEX Corp. (NYSE: **IEX**) today
received the "1996 Emerging Company Award" from the Chicago chapter of the
Association for...
...   A. Rosenthal, president of Rosenthal Kriser & Co., and chairman of
ACG's Awards Committee. "Our **goal** is to honor companies that have
experienced strong growth during the prior five years, while...

...S. members specialize in mergers and acquisitions.
     IDEX Corp. is a manufacturer of proprietary fluid **handling** and
industrial products with leading positions in niche markets. Its engineered
products are sold to...

...IDEX shares are traded on the New York and Chicago Stock Exchanges under
the symbol **IEX** .
     SOURCE IDEX Corporation
        -0-   09/18/96
     / **CONTACT** : Wayne Sayatovic, Sr. VP finance of IDEX, 847-498-7070; or
Lynne Franklin or Bob...

...call 1-800-758-5804, ext. 110769, or http://www.prnewswire.com on the
Internet./
     (**IEX**)
     CO: IDEX Corp. ST: Illinois IN: SU:
     KA-TW -- DEW037 -- 5620 09/18/96 16...
?

```
RD S3
...completed examining records
     S4      20  RD S3 (unique items)
?
```

S PIPKINS
        /S1   193   PIPKINS
?

```
S  S1 AND (WORKFORCE  (N)  MANAGEMENT)
            193   S1
         339942   WORKFORCE
        7894930   MANAGEMENT
          13540   WORKFORCE (N) MANAGEMENT
    S2       92   S1 AND (WORKFORCE  (N)  MANAGEMENT)
?
```

```
S S2 AND (EMAIL OR FAX OR FACSIMILE)
               92  S2
           533004  EMAIL
          1241282  FAX
            87839  FACSIMILE
      S3       33  S2 AND (EMAIL OR FAX OR FACSIMILE)
?
```

T S5/3,K/ALL

   5/3,K/1   (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

01993055 49802104
 Maxima Advantage
Anonymous
Call Center Solutions v18n7 PP: 94-98 Jan 2000
ISSN: 1521-0774 JRNL CODE: TLM
WORD COUNT: 1749

COMPANY NAMES:
  Pipkins Inc...

TRADE NAMES: **Pipkins** Maxima Advantage

ABSTRACT: Through a viable **workforce   management** solution, call center
administrators can organize staff effortlessly so that their business can
save money...

...resourceful features such as real-time adherence, skills-based routing
and attendance preferences are beneficial. **Pipkins** Inc.'s Maxima
Advantage integrates all of these features with the intention of maximizing
a...
TEXT: Maxima Advantage

  Pipkins   , Inc.

1031 Executive Parkway,

Suite 110

St. Louis MO 63141   ﹅

Ph: 314-469-6106; **Fax** : 314-469-0841

Web-site: http://www. **pipkins** .com

Price: Varies depending on number of agents, number of sites, number of
ACDs, number...

...Adherence module - $20,700; WAVE - $10,000, plus a per-agent charge.

Through a viable **workforce   management** solution, call center
administrators can organize staff effortlessly so that their business can
save money...
...addition, resourceful features such as real-time adherence, skillsbased
routing and attendance preferences are beneficial. **Pipkins** ' Maxima
Advantage integrates all of these features with the intention of maximizing
a business' workforce environment.

Figure 1:

Installation

Maxima Advantage is normally installed by **Pipkins** in accordance with the
customer's needs. Since we only wanted to install the software...

...a lab environment, we set up the hardware requirements and watched as a representative from **Pipkins** installed both the Oracle database software and their own software onto Windows NT Server 4...

...INTERNET TELEPHONY(R) at http://www.tmcnet.com/articles/itmag/ 0999/09991abs1.htm.)

When the **Pipkins** representative attempted to install the Oracle 7.3.4 software (support for Oracle 8 is not yet provided by **Pipkins**), the setup wizard would not appear on the screen. We could not understand the reason ...

...ease and flexibility of the product's installation process. However, installation is usually done by **Pipkins** , and the CD-ROM difficulty was strictly an MIS-type of problem, so this should...

...though the table of contents is extensive. Also, the report section is incomplete, but a **Pipkins** ' representative informed us that the company is considering devoting a whole manual to reports in the near future. Finally, we could only find a separate marketing sheet on **Pipkins** ' new Web Agent Viewing and Empowerment (WAVE) module. Information about this new module should be...

...marketing activities with projected call volumes.

* Multiple Application Server - for multisite call centers distributing their **workforce management** system to multiple application servers while using a central database for reporting.

* Attendance Preferences - preferences...

...information over the Internet or corporate network with a Web browser. Operational Testing

Because of **Pipkins** ' licensing agreement with Oracle, we had a limited time to test the capabilities of Maxima...

...made sure many of the features worked properly. We also dialed into a demo at **Pipkins** to look at WAVE and the real-time adherence modules, both of which were not included in our original installation.

Since the configuration settings are primarily handled by **Pipkins** , we looked only briefly at the configuration features, but we found that the settings can...

...accurate forecast.

There are many more intricacies about Maxima Advantage that makes it a strong **workforce management** tool, such as how it uses skills-based routing (as **Pipkins** calls SkillSense), staff schedule preferences, ... Gantt chart. It is very helpful and easy to use when changing scheduled events. A **Pipkins** ' representative claimed to have a feature like this ready for some time in 2000. It would also be nice for **Pipkins** to upgrade their database compatibility to Oracle 8 before another major version of Oracle is released.

Conclusion

   Pipkins ' Maxima Advantage could be of immense use in any call center. The forecasting and preferences...

5/3,K/2   (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01737718   03-88708
 Can your Call Center compete?
Saxon, Mimi
Telemarketing & Call Center Solutions   v16n12   PP: 78-80   Jun 1998
ISSN: 0730-6156   JRNL CODE: TLM
WORD COUNT: 1053

...TEXT: of location.

For information and subscriptions: TMC call TELEMARKETING(R) at
203-852-6800; or **fax** to 203-853-2845 or 203-838-4070.

June 1998

Author Affiliation:

Mimi Saxon is part of the marketing department at **Pipkins** , Inc., which is
a leading provider of **workforce   management** software and solutions to
the call center industry. For the past 15 years, the company...

...software for use in both single-site and multisite operations.
Headquartered in St. Louis, Missouri, **Pipkins** has clients throughout
North America and in the United Kingdom.

5/3,K/3   (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00917349   95-66741
 TBT Fall '94
Anonymous
Telemarketing Magazine   v13n3 PP: 83-103   Sep 1994
ISSN: 0730-6156   JRNL CODE: TLM
WORD COUNT: 7534

...TEXT: features software, training, consulting and call center services.

Cybernetics Systems International

Cybernetics Systems International develops **workforce   management** systems
used by industries to control and administer intricate workplace schedules
to meet immediate and...blending, a relational database, list management
and reports, and doesn't require expensive custom programming.

 Pipkins , Inc.

 Pipkins ' Call Center Maxima (TM) **workforce   management** system
administers call center activities in single/multiple ACD configurations.
Maxima (TM) software contains Merlang...
...Request information retrieval and delivery systems for users to share
information with customers/employees. Features **fax** -on-demand,
data-on-demand, **fax** broadcast, forms processing, **fax** messaging.

Sprint

Sprint is demonstrating its interactive X00 services, network management
tools and call center...

...service and telecommunications applications

TCS Management Group, Inc.

TCS is exhibiting the TeleCenter System, a **workforce   management** system
for call centers. The TeleCenter System automates the tasks of call
forecasting, staff scheduling...

5/3,K/4   (Item 1 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

10061815   Supplier Number: 83483434   (USE FORMAT 7 FOR FULLTEXT)
 Workforce   management : **managing today's diverse (and expensive, and
 turnover-prone) agents means more than just clocking people in and out.
 (Contact Center).(Brief Article)**
Green, Andy
Communications Convergence, v9, n12, p42(6)
Dec, 2001
Language: English   Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 2740

    (USE FORMAT 7 FOR FULLTEXT)
 Workforce   management : **managing today's diverse (and expensive, and
 turnover-prone) agents means more than just clocking...**
TEXT:
 There are many people who'd like to do away with " **workforce   management**
" (WFM). The term itself, we hasten to specify -- not the application,
which is increasingly critical...
        Why is " **workforce   management** " a bad term? For David Koosis, vice
president of strategy at ISC, " **workforce   management** " connotes images of
workers in lockstep on an assembly line. According to Koosis, the term...

...a place where project teams with many skills and skill-levels handle
multi-media (phone, **email** , chat, **fax**) transactions, sometimes
simultaneously. You can't model the behavior of such a system using Erlang
...

...contact center in two ways. First (obviously) software has become more
and more important in **workforce   management** and staffing -- you don't
want to work out the logistics using a vanilla Erlang C calculator
(web-based or otherwise) and graph paper. Second, the logic of **workforce
 management** software has itself undergone rapid evolution. While Erlang has
certainly not been abandoned, its use...

...can be achieved without first testing a schedule's performance. Vendors
of analytic products include **Pipkins** , ISC, RightForce and Telecorp.
Analytic techniques can be applied fairly rapidly, but involve some
simplification...

...term behavior.
        The "simulation" school believes that time itself must be accounted

for. Simulation-based **workforce   management** systems represent the call center as an event-driven/event-generating state machine into which...

...world (though your mileage may vary). And if you can believe anecdotal reports, simulation-driven **workforce   management** products may, over long application (and improvement through feedback of actual call center stats), let...

...adjustments without rerunning a half-hour simulation sequence. For example, IEX's simulation-based TotalView **workforce   management** product includes ...that meet service-level parameters.
 WHAT ALSO MATTERS
 Uses beyond theory and the computational core, **workforce management** systems distinguish themselves from one another in several different ways.
 All vendors offer monitoring mechanisms...

...to offer tech support on products A, B, and C.
 The next great frontier for **workforce   management** is web-based features for letting workers contribute to the scheduling process. The web is...
...clogging a supervisor's desk with paperwork. Examples: ESI's web-based e-SchedulerR and **Pipkins** ' add-on module for its Maxima Advantage WFM system, called WAVE (Web Agent Viewing and...

...burn out. This is true "agent optimization."
 Here's a quick rundown on some top **workforce   management** products..
 BLUE PUMPKIN
 While simulation-based staffing models may take longer to run than analytic and make recommendations to keep your call center within spec.
 PIPKINS
 Pipkin's (St. Louis, MO -- 800-469-6106, www. **pipkins** .com) Maxima Advantage includes a caller abandonment percentage parameter, which lets its staffing algorithm, Merlang-M, account for callers' actual behavior. Another lesson that **Pipkins** has learned is that forecasting for call levels during special events, like a promotion, means...

...re trying to analyze. With the separate OptQuest optimizer added on, Arena becomes a traditional **workforce   management** solution that helps you decide how to reach service and cost goals.
 RIGHTFORCE
 While some **workforce   management** settles on a single approach to staffing, RightForce (Fort Lauderdale, FL -- 877-336-7231, www...

...methods to account for both demand-based transactions, like voice and chat, and non-demand **email** and **fax** . It also produces two types of schedules. A planning schedule displays the optimal schedule needed...

...the information they need to put the call center back on track.
 GATHERING STATS
 For **workforce   management** software to analyze a multi-site call center, it needs to get hold of all...

 5/3,K/5   (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

07142593   Supplier Number: 60827294   (USE FORMAT 7 FOR FULLTEXT)

Pipkins **Teams With Mustang.com To Enable Call Center Agents To Integrate
Phone Call and E-mail Functions.**
Business Wire, p1367
March 16, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 554

Pipkins **Teams With Mustang.com To Enable Call Center Agents To Integrate
Phone Call and E...**
        ST. LOUIS--(BUSINESS WIRE)--March 16, 2000
        PIPKINS (TM), Inc., the leader in **workforce   management** systems
for 16 years, and Mustang.com (Nasdaq: MSTG), a leading provider of
customer e...

...mail platform, can now export system data to a format that is then used
by **Pipkins** ' Maxima Advantage(R) **Workforce   Management** System for
analysis in recommending staffing and scheduling levels. Customer service
centers may now forecast...

...level adherence with the same accuracy as traditional call centers.
        The integrated system will provide **Pipkins** with incoming e-mail
information such as e-mail offered, average handling time, and service...

...system to accept and process data from any type of CRM media," stated
Dr. James **Pipkins** , Founder and Chief Executive of **Pipkins** , Inc.
        "Companies using both Mustang Message Center and Maxima Advantage
will build or extend their...

...cost equation to meet their service level goals in the most efficient
manner possible."
        About **Pipkins**
        Pipkins , Inc. (**PIPKINS**), founded in 1984, is the leading supplier
of **workforce   management** software Maxima Advantage(R) and services to
the call center industry. Maxima Advantage, which features Merlang(R),
 PIPKINS ' proprietary optimization algorithm, is the most robust and
feature rich system available. It enables managers...

...call center environment. Its open design allows for the complete
integration of emerging CRM technology. **PIPKINS** ' systems forecast and
schedule more than 100,000 agents in over 300 locations across all...

...Corporate headquarters: St. Louis, MO. Inquiries ca be made on the Web
at http://www. **pipkins** .com or 800/469-6106.
        About Mustang.com and Mustang Message Center
        Mustang.com enables...

...Lake Ming Road, Bakersfield, CA 93306. Inquiries can be addressed via
voice: 661/873-2500; **fax** : 661/873-2499; or e-mail: info@mustang.com.
Additional information is available from Mustang...
COMPANY NAMES: ***Pipkin** s Inc.

 5/3,K/6   **(Item 3 from file: 16)**
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

06894464   Supplier Number: 58356459   (USE FORMAT 7 FOR FULLTEXT)
Mustang.com and Pipkins **Join Forces In eService** Workforce   Management☐.☐

Business Wire, p0028
Dec 23, 1999
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 635

Mustang.com and Pipkins **Join Forces In eService** Workforce   Management□.□

...   Calif.--(BUSINESS WIRE)--Dec. 23, 1999
    Mustang Message Center(TM) Updated To Share Data With
    Pipkins Maxima Advantage(R) **Workforce   Management** System
    Mustang.com, Inc. (Nasdaq:MSTG), the provider of Trusted eService
Solutions(TM), and **Pipkins** , Inc., a provider of **Workforce   Management**
Systems for more than fifteen years, announced today that the two companies
have successfully integrated direct support for the **Pipkins** Maxima
Advantage **workforce   management** system into Mustang.com's Mustang
Message Center eService platform. The collaboration will permit companies
...
...imperfect options. This partnership provides an ideal solution, optimum
service coverage and cost-effective operations."
    Workforce   management is the process of balancing the burden of
work to be completed with the resources...

...system to accept and process data from any type of CRM media," stated
Dr. James **Pipkins** , Founder and Chief Executive of **Pipkins** , Inc.
    About **Pipkins** , Inc. and Maxima Advantage(R)
    Pipkins , Inc. (**Pipkins**), founded in 1984, is the leading supplier
of **workforce   management** software (Maxima Advantage) and services to the
call center industry. Maxima Advantage, which features Merlang(TM),
 Pipkins ' proprietary optimization algorithm, is the most robust and
feature rich system available. It enables managers...

...call center environment. Its open design allows for the complete
integration of all CRM technology. **Pipkins** ' systems forecast and schedule
more than 100,000 agents in over 300 locations across all...

...Suite 110, Saint Louis, MO 63141. Inquiries can be addressed via voice,
314-469-6106; **fax** , 314-469-0841; or e-mail, info@ **pipkins** .com.
Additional information is available from **Pipkins** on the Web at
http://www. **pipkins** .com.
    About Mustang.com and Mustang Message Center
    Mustang.com enables loyal, high quality customer...

...Seattle, WA; and Washington, D.C. Inquiries can be addressed via voice,
661-873-2500; **fax** , 661-873-2499; or e-mail, info@mustang.com. Additional
information is available from Mustang...
COMPANY NAMES: ***Pipkin** s Inc.

   5/3,K/7   (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

04639373   Supplier Number: 46824908   (USE FORMAT 7 FOR FULLTEXT)
 Rockwell's Call Center Solution Providers Program now on web site.
Business Wire, p10241535
Oct 24, 1996
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 449

...   1996, Rockwell's Solution Providers Program now includes several
vendors in the following categories: -0-

     - **Workforce   Management**

          - Call Center Management

          - Cybernetics

          - IEXCorp

          - **Pipkins**

          - Q-Max Systems

          - TCS Management

     - Help Desk CTI

          - Prospect, Inc.

     - Outbound Call Management

          - Davox

          - Digital...

...For additional information about the Solution Providers Program, Contact
Mark DiMaria at (630) 960-8438; **email** dimaria@switch.rockwell.com.
     Rockwell Switching Systems Division is a leading supplier of
mission-critical...

...1431 Opus Place, PO Box 1494, Downer's Grove, IL 60515. Telephone (630)
960-8000; **Fax** (630) 960-0686; http://www.switch.rockwell.com. -0-
     Spectrum is a trademark of Rockwell International Corporation.
     NOTE TO EDITORS: The **email** addresses in this release each contain an
"at" sign. The "at" sign should appear after...

...not appear properly in some systems.

          CONTACT: SSSmith & Associates
                     Sally S. Smith, 513/897-0654
                       email : sssmith@dnaco.net
                              or
                     Rockwell SSD
                     Lorri Weston, 630/960-8157
                       email : weston@switch.rockwell.com

  5/3,K/8   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

14194124   SUPPLIER NUMBER: 81762554   (USE FORMAT 7 OR 9 FOR FULL TEXT)
 Alphabetical Listings.
Customer Interaction Solutions, 20, 6, 12(14)
Dec, 2001
ISSN: 1533-3078   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 7294   LINE COUNT: 00862

...   contact center management solutions. Using the latest IVR, chat,
e-mail, CTI, live agent and **fax** -back technology we create custom,
self-service applications that make it easy for your customer...

...com
       estarke@gmtcorp.com
       Products/Services: 171
       GMT Corp. is the maker of GMT Planet, **workforce   management**
software for multi-media and traditional contact centers. GMT Planet
schedules to meet service goals...LLC (C)
       631-630-3325
       www.pipelive.com
       Product/Services: 12,20,53,107,109
       Pipkins , Inc. (C)
       314-469-6106
       www. **pipkins** .com
       Products/Services: 47,95,171
       Pivotal Connection (V, S)
       ...

   5/3,K/9   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

13413004   SUPPLIER NUMBER: 74407784   (USE FORMAT 7 OR 9 FOR FULL TEXT)
 Workforce   Management **Software Roundup.(Buyers Guide)**
Customer Interaction Solutions, 19, 10, 66
April, 2001
DOCUMENT TYPE: Buyers Guide   LANGUAGE: English   RECORD TYPE:
  Fulltext
WORD COUNT: 2029   LINE COUNT: 00191

 Workforce   Management **Software Roundup.(Buyers Guide)**

TEXT:
       The process of **workforce   management** rests on an interdependency
of resources (human and machine), work and time, As it pertains to customer
interaction and the dynamics of the contact center and help desk
environments, **workforce   management** products must address and reconcile
a variety of issues: sales objectives, anticipated workloads, optimal
staffing...
       A keen interest in **workforce   management** solutions is not limited
to the contact center and help desk domains, as anyone familiar...

...In the following roster we present you with companies that offer a broad
spectrum of **workforce   management** solutions to address your critical
needs, When determining what product is best for your business...

...Insight Insight is a historical reporting solution that primarily aids
call center managers in better **workforce   management** . Insight allows
call center managers to create customizable, in-house historical reports
that require less...

...Ph: 408-830-5400
       Web: www.blue-pumpkin.com
       Product: Prime Time
       Blue Pumpkin provides **workforce   management** software that allows
businesses to plan, execute and evaluate resource strategies to meet their

business goals. Blue Pumpkin's multichannel **workforce   management** solution combines outstanding functionality with ease-of-use.
        eLabor.com, Inc.
        Ph: 805-383-8500...
...indices from remote locations.
        Genesys
        Ph: 415-355-5390
        Web: www.genesyslab.com
        Product: Genesys **Workforce   Management**
        The Genesys **Workforce   Management** solution supports the most complex contact center environments and provides the planning, forecasting, scheduling and analysis tools businesses need to align workforce strategy with critical business objectives. **Workforce   Management** is integrated with the Genesys Framework, supports a multiskill, multimedia environment and enables remote access...

...6000
        Web: www.gmtcorp.com
        Product: GMT Planet - Jupiter and Mercury Editions
        GMT Planet is **workforce   management** software for multimedia contact centers and traditional call centers. Easy to use, GMT Planet forecasts...

...IEX, a Tekelec Company
        Ph: 972-301-1300
        Web: www.iex.com
        Product: Total View **Workforce   Management** Solution
        IEX provides tools for complete contact center management and focuses its experience and technology on providing solutions to improve productivity and reduce operating costs. TotalView **Workforce   Management** allows contact center managers to optimize scheduling across contacts, improve service levels and reduce agent...

...FORCE is a multichannel solution that forecasts and schedules employees to support voice, live chat, **fax** , e-mail and enterprise staff demands. Designed to reduce labor costs, enhance service and empower...

...0-2102/728-0
        Web: www.invision.de
        Product: InVision SPS Enterprise
        Prerequisite for efficient **workforce   management** in customer interaction centers is the analysis of key parameters (e.g., call volumes, call...managing a distributed workforce. Located in Austin, Texas, Journyx designs solutions to meet the complex **workforce   management** needs of staffing firms. Journyx solutions automate time and expense data collection, workflow approvals, and...

...to achieve success.
        NeuralAct, Inc.
        Ph: 703-793-9700
        Web: www.neuralact.com
        Product: AgentCARE **Workforce   Management** Suite
        The AgentCARE **Workforce   Management** suite of applications utilizes neural net technology, a powerful, yet simple-to-use form of...

...focuses the success of a CRM/eCRM initiative on the employee rather than the customer.
        Pipkins , Inc.
        Ph: 800-469-6106
        Web: www. **pipkins** .com

Products: **Pipkins** Maxima Advantage 7.0, Vantage Point Maxima
Advantage, featuring **Pipkins** ' proprietary optimization algorithm Merlang,
enables managers to solve complicated operational and staffing issues for
both...

...job description.
        Rex Partners
        Ph: +358-9-2517-5455
        Web: www.rexpartners.com
        Product: Smartrex- **Workforce   Management** Software
        Smartrex software is developed to meet today's human resource
planning and management challenges...

...Analysis Modeling.
        Ph: 469-524-1000
        Timera Inc.
        Web: www.timerasolutions.com
        Product/Description: Timera **Workforce   Management** Suite For
companies whose success demands an efficient labor force, the Timera
 Workforce   Management Suite equips your management team with. labor
scheduling, management and reporting tools designed to reduce...

...ViryaNet
        Ph: 508-490-8600
        Web: www.viryanet.com
        Product: Service Hub ViryaNet provides wireless **workforce
management** solutions for field service communities. Service Hub for
wireless **workforce   management** provides a complete Internet-based
solution for measuring all field service activity and resources. It...

    5/3,K/10   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

11826628   SUPPLIER NUMBER: 59600382   (USE FORMAT 7 OR 9 FOR FULL TEXT)
 (TMC.sup.TM) Labs Reviews.(Pipkins ' **Maxima Advantage workflow
 package)(Software Review)(Evaluation)**
Call Center Solutions, 18, 7, 94
Jan, 2000
DOCUMENT TYPE: Evaluation   ISSN: 1521-0774   LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 1840   LINE COUNT: 00149

 (TMC.sup.TM) Labs Reviews.(Pipkins ' **Maxima Advantage workflow
 package)(Software Review)(Evaluation)**
        Pipkin s, Inc.
        1031 Executive Parkway,
        Suite 110
        St. Louis, MO 63141
        Ph: 314-469-6106; **Fax** : 314-469-0841
        Web site: http://www. **pipkins** .com
        Price: Varies depending on number of agents, number of sites, number
of ACDs, number...

...Adherence module - $20,700; WAVE - $10,000, plus a per-agent charge.
        Through a viable **workforce   management** solution, call center
administrators can organize staff effortlessly so that their business can
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...resourceful features such as real-time adherence, skills-based routing and attendance preferences are beneficial. **Pipkins** ' Maxima Advantage integrates all of these features with the intention of maximizing a business' workforce environment.
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...of INTERNET TELEPHONY(r) at
·http://www.tmcnet.comlarticles/itmag/0999/09991abs1.htm.)
    When the **Pipkins** representative attempted to install the Oracle 7.3.4 software (support for Oracle S is not yet provided by **Pipkins**), the setup wizard would not appear on the screen. We could not understand the reason...
...ease and flexibility of the product's installation process. However, installation is usually done by **Pipkins** , and the CD-ROM difficulty was strictly an MIS-type of problem, so this should...

...though the table of contents is extensive. Also, the report section is incomplete, but a **Pipkins** ' representative informed us that the company is considering devoting a whole manual to reports in the near future. Finally, we could only find a separate marketing sheet on **Pipkins** ' new Web Agent Viewing and Empowerment (WAVE) module. Information about this new module should be...

...marketing activities with projected call volumes.
    * Multiple Application Server -- for multisite call centers distributing their **workforce management** system to multiple application servers while using a central database for reporting.
    * Attendance Preferences -- preferences...

...information over the Internet or corporate network with a Web browser.
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    Since the configuration settings are primarily handled by **Pipkins** , we looked only briefly at the configuration features, but we found that the settings can...

...accurate forecast.
    There are many more intricacies about Maxima Advantage that makes it a strong **workforce management** tool, such as how it uses skills-based routing (as **Pipkins** calls SkillSense), staff schedule preferences, forecasting and a ...Gantt chart. It is very helpful and easy to use when changing scheduled events. A **Pipkins** ' representative claimed to have a feature like this ready for some time in 2000. It would also be nice for **Pipkins** to upgrade their database compatibility to Oracle 8 before another major version of Oracle is released.
    Conclusion
    Pipkins ' Maxima Advantage could be of immense use in any call center. The forecasting and preferences...

COMPANY NAMES: **Pipkins** Inc...

5/3,K/11   (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

10857390   SUPPLIER NUMBER: 54014413   (USE FORMAT 7 OR 9 FOR FULL TEXT)
 C@ll Center Solutions 1998 Product of the Year Award.
Call Center Solutions, 17, 7, 56(7)
Jan 1, 1999
ISSN: 1521-0774   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 3430   LINE COUNT: 00311

...   into a bank and speak with someone), you could send a strongly
worded letter (or **fax**) formalizing your complaint, you could **fax** in
your order (to Staples, for example), or, perhaps most conveniently, pick
up the telephone...

...logged on, you could just hit the company's Web page and send off an
 email , but given the general public's lack of computers, the prevailing
mindset that companies are...

...ATM)
     Provides voice and video (multimedia) access to call centers, as well
as ACD, IVR, **fax** server, predictive dialing, screen pop, etc.
     CellIT CCPRO www.cellit.com 303-639-2255
     PC...
...A computer designed to control, add intelligence, store, forward and
manipulate the various voice, data, **fax** and e-mail calls flowing into and
out of a computer-telephony system. Provides such...

...slot Praxon PDX (Phone Data 972-855-8829 exchange) www.praxon.com
408-871-1600
     Fax Server
     A computer on a LAN that contains one or more PC **fax** boards. ...
stores them and then sends them out. It can also be a specialized
interactive system - **fax** on demand.
     CommercePath CommercePath 2.0 www.commercepath.com 800-600-4329
     RightFAX RightFAX Enterprise...of 1P networks (e.g., the Internet) to
carry voice, in this instance, and/or **fax** traffic.
     eFusion, Inc. eBridge Interactive Web Response www.efusion.com
503-207-6300
     Click2Talk Click2Talk...

...re designed to ensure efficient, cost-effective operations with an eye
toward quality and accountability.
     Workforce   Management Software
     Adaptiv Software Corporation WORKFORCE/Call Center Edition
www.adaptiv.com 714-960-2211
     Blue Pumpkin PrimeTime Skills & Enterprise Edition
www.blue-pumpkin.com 650-429-6300
     Pipkins , Inc. Maxima Advantage Skillsense www. **pipkins** .com
314-467-6106
     TCS Management Group, Inc. TCS SeriesFive www.tcsmgmt.com 615-221...

...512-266-8115
     For information and subscriptions: call TMC(TM) at 203-852-6800; or
fax to 203-853-2845 or 203-838-4070.

```
5/3,K/12      (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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```

10307291   SUPPLIER NUMBER: 20883517   (USE FORMAT 7 OR 9 FOR FULL TEXT)
 Making workforce   management **a part of your inbound solution. (includes related article on the evaluation of call center services)(Call Center Management Solutions)**
Sansom, Margaret
Telemarketing & Call Center Solutions, v16, n12, p76(4)
June, 1998
LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 2699   LINE COUNT: 00216

 Making workforce   management **a part of your inbound solution. (includes related article on the evaluation of call center...**

TEXT:
     Workforce   management is becoming a staple in every inbound call center's diet. Whether centers are trying...

...agents to deal with some thin telephone coverage periods, they need to find the right **workforce   management** tools to keep their operations healthy.
...   even run out of patience and choose to abandon the call completely. This is where **workforce   management** comes into play as a proactive solution to a lot of potential problems.
     Workforce   management systems can give a call center the capability to forecast the number of calls it...

...In fact, 42 percent of the TCS benchmarking study participants indicated they are currently using **workforce   management** software to aid in the tasks mentioned above.
     Some call centers have even taken the next step and used advanced **workforce   management** tools to further differentiate their customer service. These can provide the ability to do things...

...much time in after-call wrap-up, calls become backlogged, and customer service suffers. A **workforce   management** software adherence feature that alerts call center managers to agent deviations from work schedules so...

...late, for instance. Second, presented in the right light, agents will see these types of **workforce   management** applications as just as much a part of the "solution" as management does. The important...

...who meet and exceed expectations.
     Another thing to make special note of is that basic **workforce management** systems and advanced applications can be of great benefit to small, single-site call centers...

...these questions, and if they haven't already, need to take a serious look at **workforce   management** automation.
     The management of a networked operation, in particular, is a complicated process that pretty much necessitates the use of **workforce management** software. In such a virtual call center environment, the caller is presented to the next...

...means restricting access to system capabilities most suited to centralized control.
     Like all sophisticated systems, **workforce   management** tools require

considerable management themselves. Considerable effort is involved in
viewing, updating and reacting to...routing patterns must be reflected in
the staffing requirements and schedule creation functions of your
 workforce   management system to ensure that you have the right number of
agents available to answer your incoming call load at the desired service
level. Some **workforce   management** system vendors have developed software
simulators that can test different call routing rules and agent...

...like these.
     With the development of many new trends in the call center industry
that **workforce   management** can effectively address, the one from which
all of them have sprouted is the most...

...a cost-effective manner will play an even greater role in this quest. An
automated **workforce   management** system that best suits a call center's
unique needs is one of these tools...

...light of a competitive marketplace.
     RELATED ARTICLE: Can Your Call Center Compete?
     BY MIMI SAXON, **PIPKINS**   , INC.
     Whether it is profit-oriented or service-oriented, a well-managed call
center can...their call center regardless of location.
     Mimi Saxon is part of the marketing department at **Pipkins**   , Inc.,
which is a leading provider of **workforce   management** software and
solutions to the call center industry. For the past 15 years, the company
...

...software for use in both single-site and multisite operations.
Headquartered in St. Louis, Missouri, **Pipkins** has clients throughout
North America and in the United Kingdom.
     For information and subscriptions: TMC call TELEMARKETING(R) at
203-852-6800; or **fax** to 203-853-2845 or 203-838-4070.
     Margaret Sansom is a consultant with TCS...

...including workforce planning, skill-based routing design, equipment
acquisition, and call center consolidation studies. TCS **workforce
 management** software is utilized by approximately 2,000 call centers in
over 40 countries.
     For information and subscriptions: TMC call TELEMARKETING(R) at
203-852-6800; or **fax** to 203-853-2845 or 203-838-4070.

  5/3,K/13   (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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08109064   SUPPLIER NUMBER: 17351897   (USE FORMAT 7 OR 9 FOR FULL TEXT)
 **Telemarketing/contact management software manufacturers' latest releases:
 decision maker's guide.(Directory)**
Telemarketing, v14, n1, p26(13)
July, 1995
DOCUMENT TYPE: Directory   ISSN: 0730-6156   LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 4254   LINE COUNT: 00367

...   Services 1015 E. Hillsdale Blvd. Ste. 206 Foster City, CA 94404
Phone: 415-574-0178 **Fax** : 415-574-0164 Contact Name: David Griffis Name of
Software: TELEPROMPT Version: 1.5 Best...

...with reports

Abend Associates, Inc. 265 Winn St. Burlington, MA 01803 Phone;
617-273-3044 **Fax** : 617-273-3053 Contact Name: Danelle Rager Name of
Software: CallBack Version: 6.2 Best...

...Action Plus Software 112 W. Business Park Dr. Draper, UT 84020 Phone:
800-766-7229 **Fax** : 801-572-2444 Contact Name: Craig Hendricks Name of
Software: Action Plus Contact Suite Version...
...Suited For: Both Individual & Network Additional Modules:
4,7,9,10,12,14,16 Other: **Fax** , order entry
Advanced Concepts, Inc. 4129 N. Port Washington Ave. Milwaukee, WI
53212 Phone: 414-963-0999 **Fax** : 414-963-2090 Contact Name: Jeffrey
Wohlfahrt Name of Software: SalesCTRL Version: 3.01 Additional Modules:
2,12,15 Other: **Fax** server, order entry accounting software interface
AnswerSet Corp. 5335 S.W. Meadows Rd. Ste. 450 Lake Oswego, OR 97035
Phone: 503-598-4500 **Fax** : 503-598-4515 Name of Software: Clientele
Version: 1.6 Best Suited For: Network Additional...

...Armor Systems, Inc. 1626 W. Airport Blvd. Sanford, FL 32773-4814 Phone:
407-323-9787 **Fax** : 407-330-0442 Contact Name: Theresa Staymates Name of
Software: Armor Software Best Suited For...

...Aurora Systems, Inc. 33 Nagog Park Ste. 200 Acton, MA 01720 Phone:
508-263-4141 **Fax** : 508-635-9756 Contact Name: Paul Gasparro Name of
Software: FastCall Version: 1.4 Best...

...Network
Aurum Software, Inc. 3385 Scott Blvd. Santa Clara, CA 95054 Phone:
800-683-8855 **Fax** : 408-654-3400 Contact Name: Kurt Scherer Name of
Software: Aurum Track Version: 6.0...
...Systems, Inc. 2859 Paces Ferry Rd. Ste. 1000 Atlanta, GA 30339 Phone:
404-431-1200 **Fax** : 404-431-1201 Contact Name: Marli Lutz Name of Software:
TakeControl TM| Version: 3.1...

...16
CCS Enterprises, Inc. P.O. Drawer 1690 Easton, MD 21601 Phone:
800-201-0014 **Fax** : 410-476-5261 Contact Name: Bob Willey Name of Software:
Call Tracker TM| Version: 2...

...16
Coastal Technologies 615 Valley Rd. Upper Montclair, NJ 07043-1403
Phone: 201-744-2900 **Fax** : 201-744-2129 Contact Name: Sales Name of
Software: HELP!Desk Version: 3.0 Best...

...Modules: 8
Communicator Asystance Systems 80 Everett Ave. Chelsea, MA 02150
Phone: 617-884-3510 **Fax** : 617-884-3508 Contact Name: Larry McAllister Name
of Software: T.BASE Best Suited For...

...13
Computer Systems Integration, Inc. 640 Warren Ave. E. Providence,
R102914 Phone: 401-435-5090 **Fax** : 401-435-5090 Contact Name: Tom Brassil
Name of Software: **Fax** Forward Version: 3.0 Best Suited For: Both
Individual & Network Additional Modules: 1,3,4...

...Contact Plus Corp. P.O. Box 372577 Satellite Beach, FL 32937 Phone:
407-779-4900 **Fax** : 407-779-3311 Contact Name: Sylvia Hatcher Name of
Software: Contact Plus Sales Version: 4...

...Individual & Network Additional Modules: Call Accounting, Help Desk,
Invoice Tracking/Accounts Receivable, Mailing, Quotations, Territory

Management , **Workforce** **Management** /Scheduling
     May 1995 - Rated in Top 50 software packages. Also rated #1 in overall
performance...

...Renew.
     Core Technology Corp. 7435 Westshire Dr. Lansing, MI 48917-9764 Phone:
517-627-1521 **Fax** : 517-627-1521 Contact Name: Michelle Carpenter Name of
Software: Persist Version: 2.00 Best...

...16
     Cybernetics Systems International 2600 Douglas Rd. Coral Gables, FL
33134 Phone: 305-529-0020 **Fax** : 305-443-2335 Contact Name: Lori Fratilla
Name of Software: Workforce Manager For Windows Version...
...Code, Inc. 7208 Sand Lake Rd. Ste. 202 Orlando, FL 32819 Phone:
407-351-3441 **Fax** : 407-351-5019 Contact Name: Kevin Mikalson Name of
Software: Enterprise Series Version: 5.3...Technologies Co. 595 Madison
Ave. Ste. 1608 New York, NY 10024
     Phone: 212-888-3288 **Fax** : 212-223-1044 Contact Name: Debbie Spero
Name of Software: Sales Information Response System (SIRS...

...For: Network Additional Modules: Call Accounting, Dealer Locator, Help
Desk, Mailing, Predictive Dialing, Quotations, Territory **Management** ,
 Workforce **Management** /Scheduling Other: Opportunity management system
     Provider of sales and marketing automation systems for more than...

...DataCorp Business Systems Inc. 23800 Euclid Ave. Cleveland, OH
44092-2500 Phone: 216-731-8000 **Fax** : 216-261-0505 Contact Name: Chuck
Freidhof Name of Software: DCCS Best Suited For: Both...

...DataModes, Inc. 4200 Perimeter Center Ste. 202 Oklahoma City, OK 73112
Phone: 405-947-3887 **Fax** : 405-947-5948 Contact Name: Vonda Foster Name of
Software: DataModes TM/4 Best Suited...

...Marketing, Inc. 13721 S.W. 71 Ln. Miami, FL 33183-2140 Phone:
305-385-8888 **Fax** : 305-385-8888 Contact Name: Deborah Rivers Name of
Software: IQU Smart System Biz Development...

...Network Additional Modules: ACD, ANI, Call Accounting, Collections,
Dealer Locator, Invoicing, IVR, Mailing, Predictive Dialing, **Workforce**
 Management /Scheduling Other: Time utilization, tabulation packages, Dbase,
FoxPro, IQ Report Writer, Clipper, SQL
     Telescript is...

...phone queuing.
     Early, Cloud & Co. Aquidneck Corporate Park Newport, RI 02840 Phone:
401-849-0500 **Fax** : 401-849-1190 Contact Name: Ellice Uffer Name of
Software: CallFlow Version: 1.01 Best...

...Software Corp. 17383 Sunset Blvd. Ste. 101 Pac. Palisades, CA 90272
Phone: 800-654-3526 **Fax** : 310-454-4848 Name of Software: GoldMine 2.5a for
Windows Version: 2.5a Best...

...Marketing Information Systems 20813 Stevens Creek Blvd. # 250 Cupertino,
CA 95014 Phone: 408-725-4200 **Fax** : 408-725-4210 Contact Name: Lisa
Verdecanna Name of Software: LEADS! Version: 2.7 Best...

...15
     Evergreen Ventures Corp. P.O. Box 445 Voorhees, NJ 08043 Phone:
609-753-0758 **Fax** : 609-753-1844 Contact Name: Miriam Bernstein Name of
Software: The Sales Associate Best Suited...

...Financial Dynamics, Inc. 3300 Battleground Ave. Ste. 240 Greensboro, NC 27410 Phone: 910-288-7045 **Fax** : 910-288-6016 Contact Name: Julie Daniels Name of Software: Clientele Version: 1.5 Best...

...Friendly Technnology Intl. 417 Anderson Ferry Rd. # 4 Cincinatti, OH 45238 Phone: 513-922-2999 **Fax** : 513-451-8258 Contact Name: Larry Krabbe Name of Software: Salesrep's Best Friend Version...

...St., N.W. Ste. 410 Washington, DC 20006-1604 Phone: 202-463-1200, ext. 410 **Fax** : 202-785-9562 Contact Name: Steve Kantor Name of Software: Keep In Touch: Contact Marketing...

...Broadcast faxes
     IEX Corp. 2425 North Central Expressway Richardson, TX 75080 Phone: 214-301-1300 **Fax** : 214-301-1200 Contact Name: Marilyn Board Name of Software: TotalView Version: Microsoft Windows Best Suited For: Both Individual & Network Additional Modules: **Workforce   Management** /Scheduling
     IEX TotalView - Powerful, easy-to-use **workforce   management** system. Optimize, update and balance demands of callers, agents and managers. Friendly Windows workstations and...

...1134 Ste. Catherine W. Ste. 301 Montreal, QC H3B 1H4 Canada Phone: 514-861-9255 **Fax** : 514-861-9209 Contact Name: Maurice Beauregard Name of Software: TeleAction Best Suited For: Network...

...Gateways Corp. 1577 Spring Hill Rd. Ste. 305 Vienna, VA 22180 Phone: 703-760-0000 **Fax** : 703-760-0098 Contact Name: Dan Parker Name of Software: VISHNU Version: 1.2 Best...

...Associates, Inc. (IMA) 1 Corporate Dr. Ste. 414 Shelton, CT 06484 Phone: 203-925-6800 **Fax** : 203-925-1170 Contact Name: Kathy Corry Name of Software: TELEMAR/GUI Best Suited For Phone: 305-969-2372 **Fax** : 305-969-2371 Contact Name: Ralph DeLuca Name of Software: DiverCTI Best Suited For: Network...

...InterApps, Inc. 1414 Pacific Coast Hwy. # C Hermosa Beach, CA 90254 Phone: 310-374-4125 **Fax** : 310-374-7971 Contact Name: Jeff Yarrington Name of Software: Dominion Version: 3.0 Best...
...Systems, Inc. 1356 N.W. 2nd Ave. Boca Raton, FL 33432 Phone: 407-367-0600 **Fax** : 407-367-9376 Contact Name: Kim Sawyer Name of Software: Telemark/SD for Windows Version...

...of fields
     IT Research 5912 W. 35th St. Minneapolis, MN 55416 Phone: 612-927-4160 **Fax** : 612-927-4230 Contact Name: Wayne Kewitsch Sr. Name of Software: The Contactor Version: 2...

...Jensen-Jones, Inc. 328 Newman Springs Rd. Red Bank, NJ 07701 Phone: 908-530-4666 **Fax** : 908-530-9827 Contact Name: Monica Felsmann Name of Software: Commence Version: 3.0 Best...

...Other: TAPI
     MarketForce P.O. Box 531650 Grand Prairie, TX 75053 Phone: 800-766-7355 **Fax** : 214-262-7338 Contact Name: Anne Kelly Name of Software: MarketForce Best Suited For: Network...

...automation
     Marketing Information Systems, Inc. 1840 Oak Ave. Evanston, IL 60201

Phone: 800-243-3885 **Fax** : 708-491-0682 Contact Name: Marlon Gallimore Name of Software: MSM/WIN Version: MSM/400...
...sales
    Marketrieve Co. 50 Nashua Rd. Ste. 108 Londonderry, NH 03053 Phone: 603-434-0442 **Fax** : 603-425-2450 Contact Name: Alyson Bruu Name of Software: Marketrieve Plus Version: 1.9...

...15
    MarTel Group, The 3601 Main St. Kansas City, MO 64111 Phone: 816-531-7776 **Fax** : 816-561-4281 Contact Name: Pat Harris Name of Software: TeleStat Version: 6.68 Best Suited For: Both Individual & Network Additional Modules: 1,6,13,16 Other: Credit card verification, **fax** , predictive dialing
    MCAT 7102 N. Edgewood Pl. Tucson, AZ 85704 Phone: 520-297-4607 **Fax** : 520-797-7098 Contact Name: Sherman Keene Name of Software: TurboDesk II Version: 1.5...

...Individual Additional Modules: 7,8,9,12,14,15,16 Other: E-mail, mass mail/ **fax**
    ModaTech Systems, Inc. 1681 Chestnut St. Ste. 300 Vancouver, BC V6J 4M6 Canada Phone: 604-736-9666 **Fax** : 604-736-4996 Contact Name: Ruby Bleiker Name of Software: Maximizer Version: 3.0 Best...

...15
    National Management Systems 1945 Old Gallows Rd. Reston, VA 22182 Phone: 800-450-0206 **Fax** : 703-790-1965 Contact Name: Carol King Name of Software: SalesWorks Version: 3.4 Best...

...Horizons Development Group, Inc. 324 Willowbrook Ln. West Chester, PA 19382 Phone: 800-438-9064 **Fax** : 610-492-9691 Contact Name: D.L. Sweet Name of Software: MVP Sales Management System...

...system
    NPRI, Inc. 11781 Lee Jackson Memorial Hwy. Fairfax, VA 22033 Phone: 703-591-2900 **Fax** : 703-591-2992 Contact Name: Sissy Kelly Name of Software: Versatility Version: 1.0 Best...

...Software Corp. W.67 N.250 Evergreen Blvd. Cedarburg, WI 53012 Phone: 414-375-6555 **Fax** : 414-375-4422 Contact Name: Jon Zimmerman Name of Software: ON!CONTACT-Client Management Software...

...Systems Corp. 201 E. Jackson St. Ste. 200 Muncie, IN 47305 Phone: 800-283-3227 **Fax** : 317-741-4625 Contact Name: Jeff Imel Name of Software: Onyx Version: 4 Best Suited...

...13
    Optima Technologies 2110 Newmarket Pkwy. Ste. 104 Marietta, GA 30067 Phone: 800-821-7355 **Fax** : 404-951-1376 Contact Name: Scott Dios Name of Software: Exsellence-The Expert Selling System...

...Inc. 1561 S. Congress Ave. Box 233 Delray Beach, FL 33445 Phone: 407-279-0340 **Fax** : 407-279-0187 Contact Name: Paul Baron Name of Software: Sales Call software Version: 2.2 Best Suited For: Both Individual & Network Additional Modules: 2,3,12,13
    Pipkins , Inc. 1215 Fern Ridge Office Pkwy. Ste. 110 St. Louis, MO 63141 Phone: 314-469-6106 **Fax** : 314-469-0841 Contact Name: Anthony Karre Name of Software: Call Center Maxima Version: 2...

...Additional Modules: 16
    Profidex Corp. 80 Park Ave. Hoboken, NJ 07030 Phone: 201-420-7700 **Fax**

: 201-420-9013 Contact Name: Douglas Salmon Name of Software: SCAMP
Version: 2.9 Best...

...Software Group, Inc., The 6715 Green Haven Rd. Seabrook, MD 20706 Phone:
301-961-8518 **Fax** : 301-459-8775 Contact Name: Donna Weaver Name of
Software: Profit$ Version: 4.5v3 Best...

...for accounts receivable
    Raxco, Inc. 2440 Research Blvd. Rockville, MD 20850 Phone:
301-258-2620 **Fax** : 301-670-3525 Contact Name: Bob Siegel Name of Software:
HELPLINE Version: 2.2-6...

...Additional Modules: 8
    SaleMaker Corp. 59 Stiles Rd. Salem, NH 03079 Phone: 603-893-2422 **Fax**
: 603-898-4582 Contact Name: ...Inc. 3399 Peachtree Rd., N.E. Ste. 700
Atlanta, GA 30326 Phone: 800-994-SNAP **Fax** : 404-841-4115 Contact Name:
Patricia Angulo Name of Software: SNAP/VirtualOffice Managers Workstation
Best...

...16
    SalesPRO International P.O. Box 2008 Brentwood, TN 37024-2008 Phone:
615-371-1190 **Fax** : 615-371-1083 Contact Name: Don Ellers Name of Software:
Sales Producer Plus Version: 3...

...Software 16855 W. Bernardo Dr. Ste. 110 San Diego, CA 92127 Phone:
800-833-8892 **Fax** : 619-673-7399 Contact Name: Richard Clark Name of
Software: ACE contact manager for Windows...

...Resources, Inc. 426 Pennsylvania Ave. Ste. 207 Fort Washington, PA 19034
Phone: 215-542-5720 **Fax** : 215-542-5704 Contact Name: Andy Madiera Name of
Software: Broker's Ally For Windows...

...offices
    Shaw & Co. P.O. Box 128 Blue Jay, CA 92317 Phone: 800-946-7429 **Fax** :
909-336-2855 Contact Name: John Shaw Name of Software: SELL Version: 2 Best
Suited...

...Software Innovations 923 Tahoe Blvd. Ste. 102 Incline Village, NV 89451
Phone: 702-832-0300 **Fax** : 702-832-7753 Contact Name: Richard Mellor Name
of Software: Salesbase Version: 2.5 Best...

...opportunity management, forecasting
    Sigmatech Software 10801 Bismarck Ave. Northridge, CA 91326 Phone:
818-368-6132 **Fax** : 818-368-7859 Contact Name: Naum Grutman Name of
Software: IVFMAIL Version: 3.2 Best...

...13
    SoftTalk, Inc. 85 Wells Ave. Ste. 200 Newton, MA 02159 Phone:
617-482-5333 **Fax** : 617-482-5254 Contact Name: Mark Feldman Name of
Software: Phonetastic Version: 1.1 Best...

...Software Engineering Of America 1230 Hempstead Tnpke. Franklin Square,
NY 11010 Phone: 516-328-7000 **Fax** : 516-354-4015 Contact Name: David
Marinello Name of Software: KEYS/PC Version: 2.0...

...Additional Modules: 8
    SourceMate 20 Sunnyside Ave. Mill Valley, CA 94941 Phone: 415-381-1011
    Fax : 415-381-6902 Contact Name: Sales Name of Software: E-Power Contact
Manager Version: 1...

...SouthWare Innovations, Inc. P.O. Box 3040 Auburn, AL 36831-3040 Phone: 334-821-1108 **Fax** : 334-821-1146 Contact Name: Richard Hulsey Name of Software: SalesMark TM| (SouthWare Excellence Series...

...501 W. Simpson Chapel Rd. Ste. 411 Bloomington, IN 47404-9426 Phone: 800-467-8043 **Fax** : 812-876-3288 Contact Name: Karen Cooprider Name of Software: Make Contact Here Version: 3...

...Both Individual & Network Additional Modules: Electronic Mail, Invoicing, Invoice Tracking/Accounts Receivable, Mailing, Quotations, Territory **Management** , **Workforce Management** /Scheduling Other: Address barcoding, seamless mail merge with MS Word
    STS also offers Office Suite...
...internal word processor, monthly statements.
    SuperOffice 128 Great Rd. Bedford, MA Phone: 617-275-2140 **Fax** : 617-275-6921 Contact Name: Gunnar Larsson Name of Software: SuperOffice Version: 3.0 Best...

...14,15,16
    Symantec Corp. 10201 Torre Ave. Cupertino, CA 95014 Phone: 408-253-9600 **Fax** : 408-253-4092 Contact Name: Ryan Rosenberg Name of Software: ACT! Mobile Link Version: 2...

...Telecorp Products 2000 E. Oakley Park Rd. Walled Lake, MI 48390 Phone: 800-634-1012 **Fax** : 810-960-1085 Contact Name: Kirk Goodell Name of Software: ACD Performance Version: 4.6...

...1
    TeleDirect International, Inc. 5510 Utica Ridge Rd. Davenport, IA 52807 Phone: 319-355-6440 **Fax** : 319-355-4890 Contact Name: Thomas Miller Name of Software: Liberation Version: 4.01 Best...

...13
    TeleMagic, Inc. 17950 Preston Rd. Ste. 800 Dallas, TX 75252 Phone: 800-835-6244 **Fax** : 214-733-4251 Contact Name: Larry Allen Name of Software: TeleMagic Professional Version: 1.0...

...TeleMarketing Technologies 400 S. Beverly Dr. # 214 Beverly Hills, CA 90212 Phone: 310-785-3898 **Fax** : 310-203-9514 Contact Name: Mary Krosch Name of Software: Professional TeleMarketer Version: 1.4...

...Other: Letters
    TeLeVell Inc. 1629 S. Main St. Milpitas, CA 95035 Phone: 408-956-0511 **Fax** : 408-956-0202 Contact Name: Andrew Hoerner Name of Software: TeleSell for Windows Version: 4...

...inquiry handling
    Teubner & Associates 623 S. Main St. Stillwater, OK 74074 Phone: 405-624-2254 **Fax** : 405-624-3010 Contact Name: Jerry Rackley Name of Software: ESP - The Expert Support Program Touchtone Software International 23691 Birtcher Dr. Lake Forest, CA 92630 Phone: 800-786-8663 **Fax** : 714-470-1121 Contact Name: Bob Foyle Name of Software: Intouch Version: 2.2 Best...

...Strategies 19672 Stevens Creek Blvd. Ste. 192 Cupertino, CA 95014-2465 Phone: 408-252-5441 **Fax** : 408-252-5442 Contact Name: John Schofield Name of Software: Consulting For Call Center Automation...
...management
    UNITRAC Software Corp. 141 E. Michigan Ave. Kalamazoo, MI 49007 Phone: 616-344-0220 **Fax** : 616-344-2027 Contact Name: Rori Gammons Name of

Software: UNITRAC - the Enterprise Information Mgr...

...Uptrends Management Software, Inc. 10555 Old Placerville Rd. Sacramento,
CA 95827 Phone: 916-368-4484 **Fax** : 916-368-4490 Contact Name: Tom Lusey
Name of Software: Uptrends Management Software Version: 3...

.:.Vantive Corp., The 1890 N. Shoreline Blvd. Mountain View, CA 94043
Phone: 415-691-1500 **Fax** : 415-691-1515 Contact Name: Bob Tate Name of
Software: Vantive Enterprise Version: 4 Best...

...WestWare, Inc. 4903 Morena Blvd. Ste. 1212 San Diego, CA 91977 Phone:
619-274-5053 **Fax** : 619-274-5055 Contact Name: Amber Nedden Name of
Software: Contact Ease Version: 2.02...

...Inc. 3605 132nd Ave. S.E. Ste. 312 Bellevue, WA 98006 Phone:
206-747-2464 **Fax** : 206-747-2955 Contact Name: Torrey Russell Name of
Software: WinSales Version: 3.0 Best...

.:.Other: Any Windows program
      For information and subscriptions: Call TELEMARKETING R| 203-852-6800
or **Fax** to: 203-853-2845 or 203-838-4070

   5/3,K/14   (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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02418122   SUPPLIER NUMBER: 62926337   (USE FORMAT 7 OR 9 FOR FULL TEXT)
INNMUG PREVIEW.
KRAMER, TRAVIS
Teleconnect, 18, 6, 90
June, 2000
ISSN: 0740-9354   LANGUAGE: English   RECORD TYPE: Fulltext
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...   Routing, a unique call delivery technology for a multi-site
customer contact center. TotalNet utilizes **workforce   management** data to
help plan the customer experience and effectively direct calls during
emergency situations. Also on display, TotalView **Workforce   Management**
for single-site or complex, multi-site call centers. TotalView users can
handle the challenges...interactions together for smarter, more
personalized customer service over the customer's choice of medium (**email**
, Web-based communications, or telephone). NICE will be presenting its new
switch-independent VoIP recording...VTS harnesses the Internet to deliver
comprehensive telemanagement reports directly to manager's desktops via
 email . Managers simply click on the URL link from within the **email** and
connect directly to their specific end-user reports. Using a standard Web
browser, NetQuery...
...are also developing a Web-based call center solution that offers call
center agent chat, **email** , and voice call back.
      TELTRONICS
      Teltronics (Sarasota, FL -- 941-753-5000, www.teltronics.com) will...

...Optus
    Panamax
    PB Exchange
    Philips Voice Request
    Phoneware Ltd.
    Picture Window Software
    Pinnacle Software Corp.

Pipkins Inc.
Quick Eagle Networks
Racal Recorders Inc.
Rauland-Borg Corporation
Red Sky Technologies Inc.
Resource...

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